



After one of the worst
days of tornadoes in
American history came . .

The Big Restoration



TVA crews of employees and contractors worked around the clock and came through
BIG TIME on behalf of the communities affected by the storms of April 27, 2011.

Message from TVA President and CEO Tom Kilgore

TVA has faced its share of challenges over the years, but very little can compare to our ordeal of the outbreak of tornadoes on Wednesday, April 27.

The human cost was by far the worst. The storms killed and injured hundreds of residents in our region. A TVA contractor at Browns Ferry was killed, along with his wife, and dozens of our fellow employees and contractors lost family members, friends, homes and possessions. You can rebuild infrastructure with time, but the loss of a loved one is forever. My heartfelt sympathies are with all of you who have suffered a loss.

I'm very proud of the way TVA employees rose to meet this challenge. Line crews, electricians, heavy equipment operators and many others have worked tirelessly — sometimes in the wreckage of their own communities — to restore the transmission system. Crews at Browns Ferry, Widows Creek and other power plants focused on stabilizing and protecting our generating equipment so that our facilities remained safe throughout the storms and their aftermath.

Many of you staffed emergency centers and put in extra hours to make sure TVA customers who were not directly affected by the storm continued to receive reliable power. We had volunteer groups of TVA employees out in North Alabama delivering chainsaws and tools and providing aid to people struck by the storms. Only six days after the storms, 95 percent of our customer connections had been restored.

Tough times always bring out the best in TVA, and we've just lived through some of the worst. It would be impossible to name all of the organizations or cite all of the examples of TVA employees, contractors and distributor personnel who went above and beyond during this period. So, let me just say thank you, on behalf of TVA and the people we serve, for a job well done.



“TVA employees have exemplified true service and dedication during the face of tragedy and destruction across our region,” said Chief Operating Officer Bill McCollum.

After the storms, some **847,000 customers** were without power, as **108 transmission lines** and **353 transmission structures** were damaged.

TVA immediately mobilized more than 4,000 employees and contractors, including those from the plants and emergency centers, as well as crews

from many different states, who worked in shifts around the clock to get electricity back on the grid.

Power System Operations Executive Vice President Rob Manning thanked employees for “tremendous” teamwork across the organization during the recovery. “Sometimes it takes a big event like this to remind us that we’re one big family,” he said.

1. Crew members assemble a transmission tower structure. 2. Replacing/installing transmission line conductors. 3. Building barriers outside Shawnee Fossil Plant offer protection from rising waters. 4. A transmission tower blown down in the area of Widows Creek Fossil Plant. 5. Pole structure replacement materials being unloaded in the Mount Hope, Ala., area. 6. In the repair effort on the Okolona-Egypt line in Mississippi, left to right, Jason Ortnier, Nicholas Ashe and Ken Park prep and splice fiber in the tent. (The tent keeps the splices dry and free of debris.) 7. Crew members attach insulators on a replaced 500-kilovolt transmission tower while preparing to string new conductor bundles. 8. Crew members rig steel for lifting during the erection of a transmission tower.





TVA's Facebook Fans Say 'Thank You'

More than 4,000 TVA employees and contractors worked in shifts around the clock to get electricity back on the grid. The dedication of these TVA crews did not escape notice on Facebook.

In the week after the storm, TVA's Facebook page grew by about 1,800 fans to more than 5,600. TVA's Facebook and Twitter accounts allowed TVA to provide residents and customers with timely information about TVA's storm response. For pictures and video of storm damage and recovery efforts, go to tva.com or visit TVA's Facebook page from your home computer.



Pray to keep them [TVA employees] safe. My son is one of them.



Thank you for an AWESOME JOB in getting power back to so many after such a catastrophe. I have my life, and my home. So, I really have no complaints about a week without power! So many others have lost so much more, and the carnage is just heart breaking. Your crews, and coordination teams have been awesome.



A herculean effort on the part of TVA to restore power to so many so quickly. We know you guys have been working around the clock since this happened. We know some of your employees suffered losses of their own, yet kept coming to work. I hope you know we are forever impressed, and grateful.



THANK YOU TVA!!! After 6 full days without power and being a block away from the HEART of the storm damage in Harvest [Ala.], you started from the ground up and got us back and running!!!! Y'ALL ROCK!!!



Thank you isn't enough for all the hard work these power crews are doing. They must be exhausted. Families back at home, worried, knowing how tired their husbands are, working around the clock so that we can live comfortably. Thank you ALL so very much!



A BIG thank you to all of the TVA workers and those that have come from other cities and states to help restore power back to the Huntsville/Madison area. We are so very grateful. Praying strength and rest for all of you.

A Customer Says 'Thanks'

I appreciate and the staff of Hartselle Utilities appreciates TVA's effort in this unprecedented weather event. The Hartselle system is 100 percent operational! Thanks to all at TVA for going as fast and hard as they could to make the turnaround as quickly as you have. I know there is a lot more for TVA to do over the course of the summer but if we can in some small way be of assistance, please let me know. Our deepest appreciation to the whole TVA family.

Ferrell Vest
General Manager, Hartselle Utilities

1. A group from Sequoyah Nuclear Plant, including several family members, cleaned up debris and fallen trees in Apison and Red Bank, Tenn. "We were just glad to be able to help our neighbors in this small way," said Mechanical Engineer John Lindley. Left to right are homeowner Edie Young, Grant Yelliott Jr., Kasie Lindley, Ed Craig, Lindley (in yellow shirt), Grant Yelliott (with dogs Mae, Otter and Bart), Richard Callegari (with saw), Heath Hixson, Bryan Klein and Daniel Craig. 2. In the Transmission Emergency Operations Center, (l-r) Brenda Hall, Stephen Cantrell, Tahnika Rodriguez, Rob Manning, Myra Ireland, Bob Dalrymple, Tim Rader and Robert Arnold support transmission-system recovery operations. 3. The crews working to restore the transmission system had to be continually supplied with fuel, food and laundry services. Two crew members get gas from a tanker truck in Limestone, Ala. 4. From left, Steve McKinny, Steven Ford and Chance Barnet drop off their dirty clothes in the laundry tent.